

Strategic Plan FY 2002-2004  
Activity Purposes and Measures

Program		Case Management	
Activity		<b>Customer Needs Assessment and Case Planning</b>	
Activity Purpose Statement		The purpose of the Consumer Needs Assessment and Case Planning Activity is to provide diagnostic, evaluation and plan development services to consumers, in order to determine the comprehensiveness of the consumer's service needs and plan the treatment and support needed.	
Services that Comprise the Activity:		Behavioral Assessments	Case Progress Reports
		Behavior Management Plans	Court Disposition Summaries
		Early Intervention Child Evaluations	Individual Plans of Care
		Early Intervention Developmental Screenings	Psychological/Psychiatric Evaluations
		Early Intervention Family Service Plans (Birth - 3yrs.)	Health Screenings/Medical Evaluations
		Educational Assessments	Visual/Hearing Exams
		Individual Plan for Employment	Adaptive Aid Assessments
		Individual Responsibility Plans	Individual Financial Plans
		Individual Service Plans	Speech/Language Assessments
		Long Term Care Plans	Vocational Assessments/Evaluations
		Individual Educational Plans	Court Disposition Hearings
		Individual Health Plans	Case Reviews
		Individual Habilitation Plans	Treatment Team Meetings
		Social History/Assessment Reports	Clinical Consultations
		Individual Family Plans	Individual Behavior Plans
		Individual Family Plans	
Activity Performance Measures (Measure & Target)		<u>Results:</u>	

% of assessments where appropriate services are identified  
% of Individual case plans completed where service needs are appropriately identified

**Output(s):**

# of needs assessments completed  
# of individual service/case plans completed

**Demand:**

Anticipated # of needs assessments needed  
# of individual service/case plans needed

**Efficiency:**

\$ per assessment where appropriate services identified  
\$ per individual service/case plan completed

<b>Responsible Employee(s)</b>	Kate Jesburg, Elizabeth Parker, & Barbara Kamara